

MOHAMMED SHARAF EL-DIEN

INFORMATION TECHNOLOGY MANAGER



Personal Data:

- Date of Birth : 03/06/1988
- Address: Alexandria. Miami 56 St. , Aswan Sad zaghlol street
- Phone Number: 01029121514
- What's app: 01029121514
- E-mail: moha.the.monk@gmail.com
- Business Email: Citadel_admin@Pickalbatros.com
- Military service : Final Exempted

Education:

- Bachelor of Electronics and Communication Engineering from Arab Academy for science, Technology & Maritime Transport (**AASTMT**).

Courses:

- MCSA, MTCNA, Sophos Firewall, Fortinet fortigate.
- CCNA V7 200-301, CCNP 350-401 ENCOR.
- CCNA Collaboration (CCNA Voice)
- CCNA 210-260 IINS Security.
- Virtualization Technology (Data center Virtualization)
- Python (one million Arab Coders Full stack Web Developer)
- CEH , Cyber Security

Personal Summary:

An enthusiastic IT Manager with the necessary drive and determination needed to resolve complex networking issues. Possessing effective organizational skills and excellent working knowledge of networking technologies and having a commitment to keep up to date with the latest developments. Experienced in providing motivation, guidance and up to date networking consultancy service to both colleagues and clients.

Responsible for ongoing development and management of the servers and network, system security, overseeing department budget and planning, and maintaining accurate documentation including resource time tracking and network design documents. Provide daily support of

individual computers and employees. Led special projects while ensuring they met strategic business requirements and were completed on time and within budget.
Now looking for a new and challenging position, one which will make best use of my existing skills and experience and also further my development.

Work Experience:

- Assistant IT Manager Albatros Citadel Resort Hurghada Sahl Hashish from October 2021 Present
- IT Manager Iberotel IL-Mercato Hotel Sharm ElShikh from November 2019 till October 2021.
- IT Manager Swiss Inn Hotels TEDA Swiss Inn Hotel Plaza Ain-Sokhna from July 2018 – October 2019
- IT Manager TEDA Fun Valley Entertainment February 2019 – October 2019
- Assistant IT Manager on International Hotels Company Helnan International Hotels since August 2017 – July 2018 Responsible for Helnan Marina Sharm, Helnan Nwibaa Bay Resort.
- IT Supervisor On Real estate Investment , Tourism Investment and Hotels Management Company Marseilia since April 2017 – August 2017 , Responsible for maintaining and installing computer networks based around Microsoft Server Technologies, VPN's. Working as part of a team and operating in a fast paced, changing and challenging 24x7 environment.
- IT Engineer On Hotels Management Company Eastern Hotels Company one of Marseilia Group Companies) since March 2016 till April 2017
- Nine Months Experience on Hotel Operations Management as Duty Manager.

Option Pack Technical support (Xceed Te-Data Call center 1 Year)

Achievements in IL-Mercato Hotel & SPA:

- Upgrade all servers from windows server from 2008 to 2012.
- Upgrade all computers from windows XP to windows 7 and 10.
- Upgrade Sun System from version V.4.3.3 to version V.6.2 and migrate all data from the old version to the new one.
- Get full accounting and IT training in Sun System and vision from ACT.
- Upgrade vision system to V.10.1.10.
- Change firewall system from ISA Microsoft to Fortinet 60 F and configure it from A to Z and Developed and implemented network security policies.
- Change Anti-virus protection system from Symantec (cracked) to Kaspersky advanced security (licensed).
- Upgrade Material Control system to 18.1.8.
- Upgrade CCTV system From Coaxial to IP CCTV system.
- Create interface between Sun system and Material Control MC.
- Add new Smart UPSs to the Server room to save it from Electricity cut off.

- Create interface between Be-tech Door lock system and Opera System.
- Modify the passive network infrastructures in the hotel.
- Add Call Account system.

Duties:

- Manage and configure cisco Unified Call Manager CUCM.
- Manage and configure Inhova door lock System.
- Manage Fidelio Suite 8 system and data guard.
- Manage and configure IAC Box Wi-Fi Billing System.
- Manage and configure Cisco Catalyst Switches 3650, 3750 using cisco SecureCRT.
- Maintain LAN/WAN networks, Internet/Data line, Network Design, Planning & Implementation.
- Managing CCTV, Access Control System, and low current.
- Configuring and Managing Cisco , Tiger IP Phones , Manage call account server also.
- Installation and Configuration of Local and Network Printers, Scanners, wireless Access Point, Biometric/ fingerprint Devices ZKT.
- Administration of Cisco & HP routers and Switches, Wireless devices and Firewall (Cisco ASA), Fortinet FortiGate, Indian Firewall and Sophos.
- Wide Experience on managing hotels Programs like Sun System (all versions), Fidelio Opera, Suit8, Material Control, Fidelio Micros, Vision, Interface, Onity & Be-tech Door Lock Card servers, HR Systems, Solutions Payroll and Comsys
- Administering & designing LANs, WANs internet/intranet, and voice networks.
- Manage call account Server, Mikrotik server, Backup Servers.
- Managing Kaspersky & Bitdefender Enterprise Antivirus Servers and clouds, Review Pro Site.
- Configuring Active Directory Service, DNS, DHCP, and Terminal Services and Group Policy management etc.
- Manage server backup's internal, external and Cloud.
- Communicating & negotiating with users, specialists, staff and suppliers.
- Network connectivity troubleshooting, ping, tracer, telnet, SSH.
- Responsible for communication protocols, configuration, integration & security.
- Investigating, diagnosing and resolve all network problems.
- Maintaining pre-packaged software applications on the LAN.
- Upgrading and repairing faults on CISCO and HP systems, networks & peripheral equipment.
- Cisco & HP switch configuration in particular VLAN configuration/troubleshooting.
- Working with multiple technical platforms i.e. mainframe, two-tiered client-servers and three-tiered client-servers.
- Direct, plan, organize, and control activities of the IT Department

- Manage day to day operations, projects, plans and implement systems 3- provide direction on strategies, policies, data processing, telecommunications with requirements and guidelines.
- Manage risk to information systems and ensures that plans and procedures are in place to ensure minimum downtime.
- Monitor and detect malicious intrusions, hacking and other unauthorized access; Installation and maintain of firewalls, ensure problems timely and effectively resolves and user needs and requirements are addressed.

KEY SKILLS AND COMPETENCIES:

- Very Good understanding of static & dynamic routing, and VMware
- Knowledge of ITIL & PMP incident, problem & change management.
- Ability to explain technical issues clearly to non-technical colleagues.
- Extensive knowledge of Microsoft based operating systems, including Windows Server (2008, 2012) Exchange2016, windows Manage and Troubleshoot PC's And Laptops.
- Take quick and correct decisions in critical situations.
- Problem solver that is known for thinking outside the box.

Certificates:

- Machine learning with python From [Udemy](#)
- Ransom ware Detection From [Udemy](#)
- Android Ethical Hacking From [Udemy](#)
- OSHA General Industry From [Udemy](#)
- Presentation Skills From [Udemy](#)
- Eared Value Management (EVM) From [Udemy](#)
- Project Management Professional (PMP) From [Udemy](#)
- Cyber Security Advanced Threat Defender From [Udemy](#)
- CCNA & CCNP Security From [Udemy](#)
- Certified Ethical Hacker (CEH) From [Udemy](#)
- How Hacker Create Malware and Hack System Machine From [Udemy](#)
- CCNA Security 210-260 All about VPNs From [Udemy](#)
- How Hacker Infiltrate Computers Using Trojans From [Udemy](#)

It gives me great honor and pleasure to join your successful team;

Thank you & with my best regards

- **Sincerely**

• *Mohamed Sharaf EL-dien*



IL Mercato Hotel & SPA

This is to Certify that MR. Mohamed Sharaf ELdien

Position: Information Technology Manager

**Had attended and Participated in the Migration Process
for Sun System Application between Versions V.4.3.3**

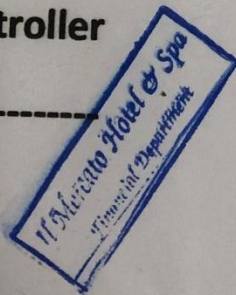
**And Sun Systems V. 6.2.1 with ACT Team and attend the
accounting training for the new Sun System Versions**

V.6.2.1 & Vision 10.1.10

Given this August 21/2021

Financial Controller

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ACT Trainer

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